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this office.

case history

Dictation solutions designed to
make your life easier

PEACHEY & CO
SOLICITORS

Legal secretaries reap the benefits of Digital Dictation

Peachey & Co LLP a firm of solicitors based in London, is the latest company to move away from conventional analogue dictation to an e-digital dictation system from Speech Processing Solutions, part of the OyezStraker Group.



An improved way of working

"It's completely revolutionised the way we handle dictation in this office," explained Natalie Finnis, one of the secretaries. "As we are

a relatively small practice, we work for all the fee earners. We used to operate a 'shelf' system whereby the four partners and five fee earners used to put their tapes and the relevant files on a shelf and as soon as a secretary had finished a tape, she went to the shelf and took another.

"The main problem we had was clarity. Some of the solicitors did not speak very clearly into their dictation machines and we had to keep winding the tape back to listen to what they said. The other problem was that unless they told us, we had no idea what was on the tape. We didn't know whether it was a long report or lots of short letters, faxes and forms, so it was difficult to know whether to start a new tape at the end of the day or just before lunch."

Improved workflow management

"When SPS demonstrated the system to both solicitors and secretaries, we immediately appreciated its benefits. All the items that have been dictated are listed on our screens with the job number, the number of seconds or minutes of dictation and who dictated it," Natalie pointed out.

"I am the first in the office but I am also the first to go home, so near the end of the day I will type a short letter or a fax, whereas in the past I would not have started a new tape"

Improved flexibility for fee earners

The fee earners like it too. Solicitor, Clare Brennan, said, "It's very simple to operate. If I am out of the office, I dictate into a handset and download it into my PC on my return. The other advantage is that we can do everything at the desktop without having to move."

Jobs are sent down the wire individually rather than in batches, which evens out the workflow.

"Transcription has now become much more enjoyable now that I can see my workload and hear the dictation so clearly. This is important as I spend 70% of my day typing," Natalie commented. "When we first had the system installed, there were four secretaries but now we are still managing with only three, which says something about the system."



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